



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Frontier Communications - Prairie, Inc.
for quarter ending June 30, 2010

Performance Data	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	2.70	2.50	3.70	2.97
B. Operator Answer Time - Information [730.510(a)(1)]	3.60	4.60	6.00	4.73
C. Repair Office Answer Time [730.510(b)(1)]	29.00	51.00	108.00 *	62.67 *
D. Business or Customer Service Answer Time [730.510(b)(1)]	17.00	57.00	137.00 *	70.33 *
E. Percent of Service Installations [730.540(a)]	92.86%	90.00%	100.00%	94.29%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	100.00%	80.00% *	100.00%	93.33% *
G. Trouble Reports per 100 Access Lines [730.545(a)]	0.40	0.70	0.50	0.53
H. Percent Repeat Trouble Reports [730.545(c)]	0.00%	0.00%	75.00% *	23.08% *
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	8.33%	2.78%
J. Missed Repair Appointments [730.545(h)]	0	0	1	0
K. Missed Installation Appointments [730.540(d)]	1	1	0	1

Comments



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